EXAMINER'S AMENDMENT

An examiner's amendment to the record appears below. Should the changes and/or additions be unacceptable to applicant, an amendment may be filed as provided by 37 CFR 1.312. To ensure consideration of such an amendment, it MUST be submitted no later than the payment of the issue fee.

Authorization for this examiner's amendment was given in a telephone interview with Gary Jacobs on 4/6/06.

The application has been amended (CLAIMS) as follows:

32. (Currently Amended) A printing system <u>for determining whether a particular printer error status requires the display of corresponding countermeasure information stored in said system permitting the operator of said system alone to solve a printing problem associated with the particular printer error status or whether the printing problem requires the intervention of service personnel or corresponding countermeasure information not stored in said system in response to receipt of notice of the particular printer error status, said system</u> comprising:

a printer apparatus including output means for performing a printing operation based on printing data transmitted via a communication line and notice means for sending to an information processing apparatus a notice showing a status of said printer apparatus; and

an information processing apparatus including a display unit, a memory, identification means for identifying the notice sent by said notice means, and control means ~~for~~ <u>comprising at least one of the following means:</u>

<u>A)</u> ~~1)~~ <u>first means for controlling,</u> when the notice is identified as a first type of notice, ~~controlling~~ the display unit <u>to display corresponding countermeasure information</u> ~~to perform a display based on information corresponding to the first type of notice~~, which is stored in <u>said</u> memory in advance, <u>in accordance with the first type of notice,</u> wherein the display is not a forwarding URL <u>but corresponding countermeasure information permitting the operator alone to solve the printing problem associated with the first type of notice, and</u> ~~2)~~ <u>for controlling,</u> when the notice is identified as a second type of notice for which corresponding countermeasure information is not stored <u>in said</u> memory <u>in</u>

advance ~~locally~~, ~~controlling~~ the display unit to display a forwarding first URL identifying a web address at which the service-personnel can be contacted for service-personnel intervention and to perform a request display for prompting ~~an~~ the operator to instruct whether or not to connect to the first URL to obtain information relating to the contacting of service-personnel for service-personnel intervention to solve the printing problem associated with the second type of notice; ~~obtain the countermeasure information corresponding to the second type of notice~~,

and

B) second means for controlling, when the notice is identified as a first type of notice, the display unit to display corresponding countermeasure information, which is stored in said memory in advance, in accordance with the first type of notice, wherein the display is not a forwarding URL but corresponding countermeasure information permitting the operator alone to solve the printing problem associated with the first type of notice, and for controlling, when the notice is identified as a third type of notice for which corresponding countermeasure information is not stored in said memory in advance, the display unit to display a forwarding second URL identifying a web address from which corresponding countermeasure information for solving the printing problem associated with the third type of notice can be retrieved and to perform a request display for prompting the operator to instruct whether or not to connect to the second URL to obtain the corresponding countermeasure information in accordance to the third type of notice,

wherein said information processing apparatus is connected to the Internet when the connection to the first URL or the second URL is instructed, ~~and~~ wherein ~~a display based on~~ the corresponding countermeasure information ~~to~~ or information relating to service-personnel intervention for the particular printing ~~status~~ problem ~~which~~ is obtained via the Internet based on the first or second URL and is displayed on the display unit of said information processing apparatus.

33. (Currently Amended) The system according to claim 32, wherein said control means comprises said first means ~~wherein, when the notice is identified as a third type of notice for which corresponding countermeasure information is not stored locally, the control~~

means controls the display unit to display a forwarding second URL and to display a request display for prompting the operator to instruct whether or not to connect to the second URL via the internet that is different from the first URL and is to obtain countermeasure information corresponding to the third type of notice.

34. (Currently Amended) The system according to claim 32, wherein said control means comprises said second means the first type of notice corresponds to a problem that can be eliminated by a simple operation performed by an operator.

35. (Currently Amended) The system according to claim 32, wherein said control means comprises said first means and said second means the second type of notice corresponds to a problem that necessitates maintenance by a serviceman.

36. (Previously Presented) The system according to claim 33, wherein the third type of notice corresponds to a problem that can be eliminated by an operator's endeavor without requiring assistance of a serviceman.

37. (Previously Presented) The system according to claim 32, wherein said printer apparatus comprises an inkjet printer.

38. (Currently Amended) An information processing apparatus communicating with a printer apparatus for determining whether a particular printer error status requires the display of corresponding countermeasure information stored in said information processing apparatus permitting the operator of said information processing apparatus alone to solve a printing problem associated with the particular printer error status or whether the printing problem requires the intervention of service personnel or corresponding countermeasure information not stored in said information processing apparatus in response to receipt of notice of the particular printer error status from the printer apparatus, said information processing apparatus comprising:

a display unit;

a memory;

receiving means for receiving a notice showing a status of the printer apparatus;

identification means for identifying the notice; and

control means ~~for~~ comprising at least one of the following means:

A) ~~1)~~ first means for controlling, when the notice is identified as a first type of notice, ~~controlling~~ said display unit to display corresponding countermeasure information ~~perform a display based on information corresponding to the first type of notice~~, which is stored in said memory in advance in accordance with the first type of notice, wherein the display is not a forwarding URL but corresponding countermeasure information permitting the operator alone to solve the printing problem associated with the first type of notice, and ~~2)~~ for controlling, when the notice is identified as a second type of notice for which corresponding countermeasure information is not stored locally in said memory in advance, ~~controlling~~ said display unit to display a forwarding first URL identifying a web address at which the service-personnel can be contacted for service-personnel intervention and to perform a request display for prompting ~~an~~ the operator to instruct whether or not to connect to the first URL obtain information relating to the contacting of service-personnel for service-personnel intervention to solve the printing problem associated with the second type of notice; ~~to obtain the countermeasure information corresponding to the second type of notice,~~

and

B) second means for controlling, when the notice is identified as a first type of notice, the display unit to display corresponding countermeasure information, which is stored in said memory in advance, in accordance with the first type of notice, wherein the display is not a forwarding URL but corresponding countermeasure information permitting the operator alone to solve the printing problem associated with the first type of notice, and for controlling, when the notice is identified as a third type of notice for which corresponding countermeasure information is not stored in said memory in advance, the display unit to display a forwarding second URL identifying a web address from which corresponding countermeasure information for solving the printing problem associated with the third type of notice can be retrieved and to perform a request display for prompting the operator to instruct whether or not to connect to the second URL to

obtain the corresponding countermeasure information in accordance to the third type of notice,

wherein said information processing apparatus is connected to the internet when the connection to the first URL or the second URL is instructed, and wherein a display based on the corresponding countermeasure information or information relating to service-personnel intervention for the particular printing problem which is obtained via the internet Internet based on the first or second URL and is displayed on said display unit of said information processing apparatus.

39. (Currently Amended) The apparatus according to claim 38, wherein said control comprises said first means wherein, when the notice is identified as a third type of notice for which corresponding countermeasure information is not stored locally, said control means controls said display unit to display a forwarding second URL and to display a request display for prompting the operator to instruct whether or not to connect to the second URL via the internet, which is different from the first URL, and is to obtain the countermeasure information corresponding to the third type of notice.

40. (Currently Amended) The apparatus according to claim 38, wherein said control means comprises said second means the first type of notice corresponds to a problem that can be eliminated by a simple operation performed by an operator.

41. (Currently Amended) The apparatus according to claim 38, wherein said control means comprises said first means and said second means the second type of notice corresponds to a problem that necessitates maintenance by a serviceman.

42. (Previously Presented) The apparatus according to claim 39, wherein the third type of notice corresponds to a problem that can be eliminated by an operator's endeavor without requiring assistance of a serviceman.

43. (Currently Amended) An information processing method in an information processing apparatus having a display unit and a memory and communicating with a

printer apparatus, said method <u>for determining whether a particular printer error status</u> <u>requires the display of corresponding countermeasure information stored in the</u> <u>information processing apparatus permitting the operator of the apparatus alone to solve a</u> <u>printing problem associated with the particular printer error status or whether the printing</u> <u>problem requires the intervention of service personnel or corresponding countermeasure</u> <u>information not stored in the information processing apparatus in response to receipt of</u> <u>notice of the particular printer error status,</u> <u>said method</u> comprising ~~the steps of~~:

a <u>receiving step of</u> receiving a notice showing a status of the printer apparatus;

<u>an identifying step of</u> identifying the notice; and

<u>a controlling step comprising at least one of the following steps:</u>

<u>A) a first step of</u> controlling, ~~1)~~ when the notice is identified as a first type of notice, the display unit to <u>display corresponding countermeasure information</u> ~~perform a display based on information corresponding to the first type of notice~~ which is stored in said memory in advance <u>in accordance with the first type of notice</u>, wherein the display is not a forwarding URL <u>but corresponding countermeasure information permitting the</u> <u>operator alone to solve the printing problem associated with the first type of notice,</u> and ~~2)~~ <u>controlling,</u> when the notice is identified as a second type of notice for which corresponding countermeasure information is not stored ~~locally~~ <u>in said memory in</u> <u>advance</u>, the display unit to display a forwarding first URL <u>identifying a web address at</u> <u>which the service-personnel can be contacted for service-personnel intervention</u> and to perform a request display for prompting ~~an~~ <u>the</u> operator to instruct whether or not to connect to the first URL to <u>obtain information relating to the contacting of service-</u> <u>personnel for service-personnel intervention to solve the printing problem associated with</u> <u>the second type of notice;</u> ~~obtain the countermeasure information corresponding to the~~ ~~second type of notice,~~ <u>and</u>

<u>B) a second step of controlling, when the notice is identified as a first type</u> <u>of notice, the display unit to display corresponding countermeasure information, which is</u> <u>stored in said memory in advance, in accordance with the first type of notice, wherein the</u> <u>display is not a forwarding URL but corresponding countermeasure information</u> <u>permitting the operator alone to solve the printing problem associated with the first type</u> <u>of notice, and controlling, when the notice is identified as a third type of notice for which</u>

corresponding countermeasure information is not stored in said memory in advance, the display unit to display a forwarding second URL identifying a web address from which corresponding countermeasure information for solving the printing problem associated with the third type of notice can be retrieved and to perform a request display for prompting the operator to instruct whether or not to connect to the second URL to obtain the corresponding countermeasure information in accordance to the third type of notice,

wherein the information processing apparatus is connected to the internet when the connection to the first or the second URL is instructed, and wherein a display based on the corresponding countermeasure information or information relating to service-personnel intervention for the particular printing problem which is obtained via the internet based on the first or second URL and is displayed on the display unit of the information processing apparatus.

44. (Currently Amended) The method according to claim 43, wherein said controlling step comprises said first step wherein, when the notice is identified as a third type of notice for which corresponding countermeasure information is not stored locally, in the controlling step, the display unit is controlled to display a forwarding second URL and to display a request display for prompting the operator to instruct whether or not to connect to the second URL via the internet which is different from the first URL and is to obtain countermeasure information corresponding to the third type of notice.

45. (Currently Amended) The method according to claim 43, wherein said controlling step comprises said second step the first type of notice corresponds to a problem that can be eliminated by a simple operation performed by an operator.

46. (Currently Amended) The method according to claim 43, wherein said controlling step comprises said first step and said second step the second type of notice corresponds to a problem that necessitates maintenance by a serviceman.

47. (Previously Presented) The method according to claim 44, wherein the third type of notice corresponds to a problem that can be eliminated by an operator's endeavor without requiring assistance of a serviceman.

48. (Currently Amended) A computer readable storage medium storing a computer program for an information processing apparatus having a display unit and a memory and communicating with a printer apparatus, said computer program for determining whether a particular printer error status requires the display of corresponding countermeasure information stored in the apparatus permitting the operator of the apparatus alone to solve a printing problem associated with the particular printer error status or whether the printing problem requires the intervention of service personnel or corresponding countermeasure information not stored in the apparatus in response to receipt of notice of the particular printer error status, said computer program comprising:

    code to receive a notice showing a status of the printer apparatus;

    code to identify the notice; and

    control code comprising at least one of the following codes:

        A) first code

            to control, ~~1)~~ when the notice is identified as a first type of notice, the display unit to display corresponding countermeasure information ~~perform a display based on information corresponding to the first type of notice~~ which is stored in the memory in advance, in accordance with the first type of notice, wherein the display is not a forwarding URL but corresponding countermeasure information permitting the operator alone to solve the printing problem associated with the first type of notice, and ~~2)~~

            to control, when the notice is identified as a second type of notice for which corresponding countermeasure information is not stored in said memory in advance ~~locally~~, the display unit to display a forwarding first URL identifying a web address at which the service-personnel can be contacted for service-personnel intervention and to perform a request display for prompting an operator to instruct whether or not to connect to the first URL to obtain information relating to the contacting of service-personnel for service-personnel intervention to solve the printing problem

associated with the second type of notice; ~~to obtain the countermeasure information corresponding to the second type of notice~~, and

        <u>B) second code</u>

        <u>to control, when the notice is identified as a first type of notice, the display unit to display corresponding countermeasure information, which is stored in said memory in advance, in accordance with the first type of notice, wherein the display is not a forwarding URL but corresponding countermeasure information permitting the operator alone to solve the printing problem associated with the first type of notice, and</u>

        <u>to control, when the notice is identified as a third type of notice for which corresponding countermeasure information is not stored in said memory in advance, the display unit to display a forwarding second URL identifying a web address from which corresponding countermeasure information for solving the printing problem associated with the third type of notice can be retrieved and to perform a request display for prompting the operator to instruct whether or not to connect to the second URL to obtain the corresponding countermeasure information in accordance to the third type of notice,</u>

wherein the information processing apparatus is connected to the internet when the connection to the first <u>or the second</u> URL is instructed and wherein ~~a display based on~~ the <u>corresponding</u> countermeasure information <u>or information relating to service-personnel intervention for the particular printing problem</u> ~~which~~ is obtained via the internet based on the first <u>or second</u> URL <u>and</u> is displayed on the display unit of the information processing apparatus.

49. (Currently Amended) The computer readable storage medium according to claim 48, <u>wherein the control code comprises said first code</u> ~~wherein, when the notice is identified as a third type of notice for which corresponding countermeasure information is not stored locally, the display unit is controlled to display a forwarding second URL and to display a request display for prompting the operator to instruct whether or not to connect to the second URL via the internet which is different from the first URL and is to obtain the countermeasure information corresponding to the third type of notice.~~

50. (Currently Amended) The computer readable storage medium according to claim 48, wherein the <u>control code comprises said second code</u> ~~first type of notice corresponds to a problem that can be eliminated by a simple operation performed by an operator~~.

51. (Currently Amended) The computer readable storage medium according to claim 48, wherein the <u>control code comprises said first code and said second code</u> ~~second type of notice corresponds to a problem that necessitates maintenance by a serviceman~~.

52. (Previously Presented) The computer readable storage medium according to claim 49, wherein the third type of notice shows a case where a problem can be eliminated by an operator's endeavor without requiring assistance of a serviceman.

53. (Previously Presented) The printing system according to claim 32, wherein said identification means includes a classification table showing whether the notice is the first type or other types.

54. (Previously Presented) The printing system according to claim 32, wherein the display in said information processing apparatus and the instruction by the operator is processed by a printer driver installed in said information processing apparatus.

55. (Currently Amended) A printing apparatus ~~that receives~~ <u>having an abnormal diagnosis function for various portions of said apparatus and for receiving</u> printing data from a host computer ~~and prints, and that has an abnormal diagnosis function for various portions of the apparatus,~~ said <u>printing</u> apparatus comprising:

memory means that stores information designating problem contents which are identification codes allocated depending on problem types in advance and forwarding address information designating a forwarding address which is a communication address of an other computer connected to a network to which the host computer is connectable,

<u>wherein said memory means comprises at least one of the following means:</u>

<u>_____ first means for storing:</u>

a first identification code representing a first printing problem, which, in response to receipt of which, the host computer displays corresponding countermeasure information which is stored therein in advance, wherein the displayed countermeasure information is not a forwarding URL but corresponding countermeasure information permitting the operator alone to solve the first printing problem associated with the first identification code; a second identification code representing a second printing problem for which corresponding countermeasure information is not stored in the host computer in advance; and

a first URL associated with the second identification code so that when said second identification code is sent to the host computer, the first URL is also sent to the host computer, the first URL identifying a web address at which the service-personnel can be contacted for service-personnel intervention, wherein in response to receipt of the second identification code and the first URL from said printing apparatus, the host computer displays a prompt for prompting the operator to instruct whether or not to connect to the first URL to obtain information relating to the contacting of service-personnel for service-personnel intervention to solve the second printing problem associated with the second identification code; and

second means for storing:

the first identification code representing a first printing problem, which, in response to receipt of which, the host computer displays corresponding countermeasure information which is stored therein in advance, wherein the displayed countermeasure information is not a forwarding URL but corresponding countermeasure information permitting the operator alone to solve the first printing problem associated with the first identification code;

a third identification code representing a third printing problem for which corresponding countermeasure information is not stored in the host computer in advance; and

a second URL associated with the third identification code so that when said third identification code is sent to the host computer, the second URL is also sent to the host computer, the second URL identifying a web address from which corresponding countermeasure information for solving the third printing problem can be

retrieved, wherein in response to receipt of the third identification code and the second URL from said printing apparatus, the host computer displays a prompt for prompting the operator to instruct whether or not to connect to the second URL to obtain the corresponding countermeasure information to solve the third printing problem; and

communication means that sends the information designating problem contents corresponding to a result of the abnormal diagnosis function and the forwarding address information,

wherein said communication means comprises at least one of:

first transmitting means for transmitting the first identification code to the host computer when said printing apparatus performs its abnormal diagnosis function and determines that the first printing problem exists and for transmitting the second identification code and the first URL to the host computer when said printing apparatus performs its abnormal diagnosis function and determines that the second printing problem exists; and

second transmitting means for transmitting the first identification code to the host computer when said printing apparatus performs its abnormal diagnosis function and determines that the first printing problem exists and for transmitting the third identification code and the second URL to the host computer when said printing apparatus performs its abnormal diagnosis function and determines that the third printing problem exists,

wherein said communication means comprises said first transmitting means when said memory means comprises said first means, and wherein said communication means comprises said second transmitting means when said memory means comprises said second means.

56. (Currently Amended) The printing apparatus according to claim 55, wherein said memory means comprises only one of said first means and said second means, and said communication means comprises only one of said first transmitting means and said second transmitting means

~~the information designating the problem contents includes information not having the forwarding address information, and~~

~~the host computer sends the information designating the problem contents~~
~~to the other computer connected to the network and designated by the forwarding address~~
~~information only when receiving the forwarding address information.~~

57. (Currently Amended) The printing apparatus according to claim 55, wherein <u>said</u>
<u>memory means comprises both said first means and said second means, and said</u>
<u>communication means comprises both said first transmitting means and said second</u>
<u>transmitting means</u>
~~plural sets of the forwarding address information corresponding to types of the~~
~~information designating the problem contents are provided in the memory means.~~

58. (Currently Amended) A host computer ~~performing printing by connecting~~ <u>connected</u>
to a printing apparatus<u>, wherein the printing apparatus has</u> ~~having~~ an abnormal diagnosis
function for various portions of the apparatus<u>,</u> and ~~by~~ <u>wherein said host computer</u>
<u>supplies</u> ~~supplying~~ printing data to the printing apparatus, and <u>reports</u> ~~reporting~~ problem
content <u>to an operator</u> ~~,~~ when information designating problem content is received from
the printing apparatus, wherein the printing apparatus comprises storage means that stores
information designating problem content and forwarding address information designating
a forwarding address, and communication means that sends the information designating
problem content corresponding to a result of the abnormal diagnosis function and the
forwarding address information, the host computer comprising:

receiving means that receives the information designating the problem content
and the forwarding address information from the printing apparatus; ~~and~~

sending means that sends the received information designating the problem
content to the forwarding address designated by the received forwarding address
information,

wherein the information designating the problem content is an
identification code allocated depending on problem types in advance, and

wherein the forwarding address information is a communication address
of the other computer connected to a network to which the host computer is connectable;
<u>and</u>

control means comprising at least one of the following means:

A) first means for controlling, when the received identification code represents a first type of printing problem, said host computer to instruct the displaying of corresponding countermeasure information permitting the operator alone to solve the first type of printing problem, the displayed countermeasure information not being a forwarding URL and being stored in said host computer in advance, and controlling, when the received identification code represents a second type of printing problem for which corresponding countermeasure information is not stored in said host computer in advance, said host computer to instruct the displaying of a forwarding first URL identifying a web address at which the service-personnel can be contacted for service-personnel intervention and to instruct the displaying of a request display for prompting the operator to instruct whether or not to connect to the first URL to obtain information relating to the contacting of service-personnel for service-personnel intervention to solve the second type of printing problem; and

B) second means for controlling, when the received identification code represents a first type of printing problem, said host computer to instruct the displaying of corresponding countermeasure information permitting the operator alone to solve the first type of printing problem, the displayed countermeasure information not being a forwarding URL and being stored in said host computer in advance, and controlling, when the received identification code represents a third type of printing problem for which corresponding countermeasure information is not stored in said memory in advance, controlling said host computer to instruct the displaying of a forwarding second URL identifying a web address from which corresponding countermeasure information for solving the third type of printing problem can be retrieved and to instruct the displaying of a request display for prompting the operator to instruct whether or not to connect to the second URL to obtain the corresponding countermeasure information to solve the third type of printing problem,

wherein said host computer is connected to the Internet when the connection to the first URL or the second URL is instructed, wherein the corresponding countermeasure information or information relating to service-personnel intervention for

the particular printing problem is obtained via the Internet based on the first or second URL and is instructed to be displayed by the host computer.

59. (Currently Amended) The host computer according to claim 58, wherein said control means comprises said first means

~~the information designating the problem content includes information not having the forwarding address information, and~~

~~the host computer further comprises communication means to send the information designating the problem content to the other computer connected to the network and designated by the forwarding address information only when receiving the forwarding address information.~~

60. (Currently Amended) The host computer according to claim 58, wherein said control means comprises said second means

~~the other computer sends to the host computer an answer corresponding to the information designating the problem content transferred via the communication means, and~~

~~the host computer further comprises display means to display the answer sent via the communication means.~~

61. (Currently Amended) The host computer according to claim 60, wherein said control means comprises said first means and said second means ~~plural sets of the forwarding address information corresponding to types of the information designating the problem contents are provided in the memory means of the printing apparatus.~~

62. (Currently Amended) A control method for a printing apparatus having an abnormal diagnosis function for various portions of said apparatus and for receiving ~~that receives~~ printing data from a host computer and prints, ~~and that has an abnormal diagnosis function for various portions of the apparatus,~~ said method comprising the steps of:

storing information designating problem contents which are identification codes allocated depending on problem types in advance and forwarding address information designating a forwarding address which is a communication address of an other computer connected to a network to which the host computer is connectable, ~~connectable;~~

wherein said storing step comprises at least one of the following steps:

a first step for storing:

a first identification code representing a first printing problem, which, in response to receipt of which, the host computer displays corresponding countermeasure information which is stored therein in advance, wherein the displayed countermeasure information is not a forwarding URL but corresponding countermeasure information permitting the operator alone to solve the first printing problem associated with the first identification code; a second identification code representing a second printing problem for which corresponding countermeasure information is not stored in the host computer in advance; and

a first URL associated with the second identification code so that when said second identification code is sent to the host computer, the first URL is also sent to the host computer, the first URL identifying a web address at which the service-personnel can be contacted for service-personnel intervention, wherein in response to receipt of the second identification code and the first URL from said printing apparatus, the host computer displays a prompt for prompting the operator to instruct whether or not to connect to the first URL to obtain information relating to the contacting of service-personnel for service-personnel intervention to solve the second printing problem associated with the second identification code; and

a second step for storing:

the first identification code representing a first printing problem, which, in response to receipt of which, the host computer displays corresponding countermeasure information which is stored therein in advance, wherein the displayed countermeasure information is not a forwarding URL but corresponding countermeasure information permitting the operator alone to solve the first printing problem associated with the first identification code;

a third identification code representing a third printing problem for which corresponding countermeasure information is not stored in the host computer in advance; and

a second URL associated with the third identification code so that when said third identification code is sent to the host computer, the second URL is also sent to the host computer, the second URL identifying a web address from which corresponding countermeasure information for solving the third printing problem can be retrieved, wherein in response to receipt of the third identification code and the second URL from said printing apparatus, the host computer displays a prompt for prompting the operator to instruct whether or not to connect to the second URL to obtain the corresponding countermeasure information to solve the third printing problem; and

sending the information designating a problem content corresponding to a result of the abnormal diagnosis function and the forwarding address information,

wherein said sending step comprises at least one of:

a first transmitting step for transmitting the first identification code to the host computer when said printing apparatus performs its abnormal diagnosis function and determines that the first printing problem exists and for transmitting the second identification code and the first URL to the host computer when said printing apparatus performs its abnormal diagnosis function and determines that the second printing problem exists; and

a second transmitting step for transmitting the first identification code to the host computer when said printing apparatus performs its abnormal diagnosis function and determines that the first printing problem exists and for transmitting the third identification code and the second URL to the host computer when said printing apparatus performs its abnormal diagnosis function and determines that the third printing problem exists,

wherein said sending step comprises said first transmitting step when said storing step comprises said first step, and wherein said sending step comprises said second transmitting step when said storing step comprises said second step.

63. (Currently Amended) The control method according to claim 62, <u>wherein said storing</u> <u>step comprises only one of said first step and said second step, and said sending step</u> <u>comprises only one of said first transmitting step and said second transmitting step</u> ~~wherein the information designating the problem contents includes information not~~ ~~having the forwarding address information, and wherein the host computer sends the~~ ~~information designating the problem contents to the other computer connected to the~~ ~~network and designated by the forwarding address information only when receiving the~~ ~~forwarding address information.~~

64. (Currently Amended) The control method according to claim 62, wherein <u>said storing</u> <u>step comprises both said first step and said second step, and said sending step comprises</u> <u>both said first transmitting step and said second transmitting step</u> ~~plural sets of the~~ ~~forwarding address information corresponding to types of the information designating the~~ ~~problem contents are stored~~.

65. (Currently Amended) A control method for a host computer <u>connected</u> ~~that prints by~~ ~~connecting~~ to a printing apparatus<u>, the printing apparatus</u> having an abnormal diagnosis function for various portions of the apparatus<u>, the host computer</u> ~~and by~~ supplying printing data to the printing apparatus, and ~~that~~ <u>reporting</u> ~~reports~~ problem content <u>to an</u> <u>operator</u> ~~;~~ when information designating problem content is received from the printing apparatus, wherein the printing apparatus comprises storage means to store information designating problem content and forwarding address information designating forwarding address, and communication means to send the information designating a problem content corresponding to the result of the abnormal diagnosis function and the forwarding address information, said control method for the host computer comprising the steps of:

receiving the information designating the problem content and the forwarding address information from the printing apparatus; and

sending the received information designating the problem contents to the forwarding address designated by the received forwarding address information,

wherein the information designating the problem content is identification code allocated depending on problem types in advance, and wherein the forwarding

address information designating forwarding address which is a communication address of the other computer connected to a network to which the host computer is connectable, and

controlling the display of information comprising at least one of the following steps:

A) a first step for controlling, when the received identification code represents a first type of printing problem, said host computer to instruct the displaying of corresponding countermeasure information permitting the operator alone to solve the first type of printing problem, the displayed countermeasure information not being a forwarding URL and being stored in said host computer in advance, and controlling, when the received identification code represents a second type of printing problem for which corresponding countermeasure information is not stored in said host computer in advance, said host computer to instruct the displaying of a forwarding first URL identifying a web address at which the service-personnel can be contacted for service-personnel intervention and to instruct the displaying of a request display for prompting the operator to instruct whether or not to connect to the first URL to obtain information relating to the contacting of service-personnel for service-personnel intervention to solve the second type of printing problem; and

B) a second step for controlling, when the received identification code represents a first type of printing problem, said host computer to instruct the displaying of corresponding countermeasure information permitting the operator alone to solve the first type of printing problem, the displayed countermeasure information not being a forwarding URL and being stored in said host computer in advance, and controlling, when the received identification code represents a third type of printing problem for which corresponding countermeasure information is not stored in said memory in advance, controlling said host computer to instruct the displaying of a forwarding second URL identifying a web address from which corresponding countermeasure information for solving the third type of printing problem can be retrieved and to instruct the displaying of a request display for prompting the operator to instruct whether or not to connect to the second URL to obtain the corresponding countermeasure information to solve the third type of printing problem,

wherein said host computer is connected to the Internet when the connection to the first URL or the second URL is instructed, and wherein the corresponding countermeasure information or information relating to service-personnel intervention for the particular printing problem is obtained via the Internet based on the first or second URL and is instructed to be displayed by the host computer.

66. (Currently Amended) The control method for a host computer according to claim 65, said controlling step comprises said first step ~~wherein the information designating the problem contents includes information not having the forwarding address information,~~

~~said control method further comprising the step of sending the information the information designating the problem content to the other computer connected to the network and designated by the forwarding address information only when receiving the forwarding address information.~~

67. (Currently Amended) The control method for a host computer according to claim 65, wherein said controlling step comprises said second step ~~further comprising displaying an answer corresponding to the information designating the problem content sent via the communication means to the host computer from the other computer.~~

68. (Currently Amended) The control method for a host computer according to claim 67, wherein said controlling step comprises said first step and said second step ~~plural sets of the forwarding address information corresponding to types of the information designating the problem contents are provided in the memory means of the printing apparatus.~~